

POLICE COMMUNICATIONS OFFICER II

(Promotional Class)

DISTINGUISHING FEATURES OF THE CLASS

Employees in this class is responsible for supervising the shift activities of the Police Communications Bureau. Illustrative examples of duties performed include, but are not limited to the following:

Monitors the activities for assigned call takers and dispatchers; coordinates scheduling of personnel assigned to the shift to ensure adequate coverage of all functions and work stations; ensures that necessary equipment and supplies are always on hand;

Ensure that the Emergency Communication Center is secure after normal working hours; prepares tapes of emergency and non-emergency conversations and radio transmissions for litigation, complaint investigation or training purpose;

Evaluates assigned personnel as to progress and ability; operates a variety of equipment including radio and telephone consoles, data communication terminals, etc;

Investigate complaints on communications personnel, prepare a written response and/or recommendations for corrective action;

Maintain work and attendance log of assigned personnel;

Receives and relays communications to on-duty personnel and to the on coming shift supervisor; and assist in the coordination of development of entry level and in-service training programs for all Police Communications Officers;

Ensure that all equipment is operationally effective at all times; assist assigned shift personnel with problems when practical;

Ensure that assigned personnel work closely as practical with other divisions and citizens.

QUALIFICATION REQUIREMENTS

Unless otherwise stated, all requirements must be met before admission to examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and passing a civil service examination for the position.

Must have a high school diploma or a valid certificate of

equivalency issued by a state department of education.

Must be at least twenty-one (21) years of age.

Must possess good general typing skills and abilities and complete a data entry test designed to demonstrate ability to accurately receive and process requests for emergency service and perform record maintenance via the use of electronic processing equipment.

Must adequately demonstrate the ability to clearly annunciate messages verbally and properly compose written correspondences.

Must be a regular and permanent employee in the class of Police Communication Officer I with at least six (6) years in that class, immediately preceding the closing date for application to board.

Must have and demonstrate the knowledge of the proper operation of police communication center, all equipment related to the communication center, the geography of the city including the location of major subdivisions, location of major landmarks, main streets and highways.

Performs related duties as assigned.